SERO

Army Performance Improvement Criteria "APIC" Training Module 7

"Results"

INTRODUCTION

SERO

- This APIC training module is designed to familiarize the organization staff with the basic principles, concepts, and processes of the Army Performance Improvement Criteria.

- The training has been designed in short "two minute" modules that allow the staff to learn weekly without interrupting the work schedule.

APIC Criteria

- The Army Performance Improvement Criteria includes seven categories of performance criteria:
  1. Leadership
  2. Strategic Planning
  3. Customer and Market Focus
  4. Measurement and Analysis
  5. Human Resources Focus
  6. Process Management
  7. Results

APIC 7.0 - Results

SERO

- The Results category examines the key aspects of the organization's performance and improvement in key business areas.
- This category is divided into 6 key performance areas (KPAs).

APIC 7.0 - Results

SERO

- Six key performance areas (KPAs):
  - 7.1 Product and Service Outcomes
  - 7.2 Customer-Focused Outcomes
  - 7.3 Financial and Market Outcomes
  - 7.4 Human Resource Outcomes
  - 7.5 Organizational Effectiveness Outcomes
  - 7.6 Leadership and Social Responsibility Outcomes

APIC 7.1
Product and Service Outcomes

SERO

- This KPA summarizes the organization's key product and service performance results.

- It segments results by:
  - Product groups
  - Customer groups
  - Market segments
  - Comparative data

APIC 7.2
Customer-Focused Outcomes

SERO

- This section summarizes the organization's key customer focused results, to include:

- It segments results by:
  - Customer satisfaction
  - Customer perceived value

APIC 7.3
Financial and Market Outcomes

SERO

- This KPA summarizes the organization's key financial and marketplace performance results by market segments.

- It segments results by:
  - Current levels and trends
  - Standards, measures, and key indicators
  - Economic value and return on investment
  - Market share and new markets

APIC 7.4
Human Resources Outcomes

SERO

- This KPA summarizes the organization's key human resources.

- It segments results by:
  - Work system performance
  - Employee learning
  - Development
  - Well-being and satisfaction
  - Diversity of the workforce

APIC 7.5
Organizational Effectiveness Outcomes

SERO

- This KPA summarizes the organization's key operational performance results.

- It segments results by:
  - Key Value Creation processes
  - Productivity
  - Cycle Time
  - Supplier and partner performance
  - Accomplishment of the Strategic plan

APIC 7.6
Leadership and Social Responsibility Outcomes

SERO

- This KPA summarizes the organization's key leadership and social responsibility results.

- It segments results by:
  - Fiscal accountability
  - Ethical behavior
  - Legal compliance
  - Organizational citizenship

Conclusion

SERO

- APIC and strategic management is a journey, not a destination.

- It takes time, it takes leadership, it takes commitment, and it takes teamwork.